

## Rider Rights & Responsibilities Job Access Subscription Service

Albuquerque Metro Area

Job Access services are provided by friendly, responsible people who have your safety in mind. You can expect the following:

- Safe transportation to your destination
- Clean, well-maintained vehicles
- Courteous, trained, and professional staff
- Prompt and thoughtful responses to your questions and concerns

**Service Hours:** Services are available to qualified riders 24 hours a day, 365 days a year. Call to schedule a ride during office hours.

**Service Area:** Services are available in Albuquerque, Rio Rancho, Corrales, the Town of Bernalillo, and Bernalillo County, except the East Mountain area and Isleta Pueblo. Rides will be provided only within this service area.

**Fares:** Exact change is required. You will pay the driver 75¢ per trip when you board. Children accompanying you will not be charged a fare.

**Number of Trips:** Once you are approved, you will be offered 120 one-way trips. *All trips must be completed two years from the date of the first trip.* 

For service, call or visit:

## **Sun Van 764-8919** or **764-8920** (□□Y)

601 Yale SE

Office Hours: Monday – Sunday 8 am – 5 pm

Office Visits Monday - Friday, 8 am – 5 pm

For emergency service, see Emergency Transportation Service card.

**Income Requirement:** This service is available to you if you are a TANF recipient or if your household income is no more than 150% of the poverty level.

**Eligible Trips:** Trips will be provided only to jobs, job-related training, and child care required for a job and/or job-related training. No side trips will be permitted.

**Location**: You must be unable to travel to your job, job-related training, or child care because of one of the following:

- The Sun Tran bus stop is more than ¼ mile away from your home or destination;
- $\bullet~$  Your Sun Tran bus trip takes more than  $1\frac{1}{2}$  hours; or
- No Sun Tran bus service is available to your destination.





Identification: Show some form of photo ID to the driver who picks you up.

**On Time:** Be ready and waiting for your scheduled ride. The driver will wait only 5 minutes for you. The driver is allowed to arrive 15 minutes before or 15 minutes after your scheduled pick-up. However, the driver must get you to your destination on time.

**Rider No-Shows and Late Cancellations:** If you have **3 no-shows** or **3 late cancellations** or a **combination** of 3 no-shows and late cancellations, your riding privileges may be suspended or terminated.

- If you are not ready on time, the driver will leave and continue to the next scheduled pick-up. This will count as a **no-show** and you will lose one of your trips. If you do not call Sun Van **within 1 hour** of your missed trip, any other scheduled trips you have for that day will be cancelled.
- If you do not cancel your trip by 5 pm the night before a scheduled trip, this will count as a **late cancellation** and you will lose one of your trips. (See below.)

**Canceling or Rescheduling Rides**: To *cancel* a ride, call Sun Van, Monday – Sunday by 5 pm the night before your scheduled pick-up. To *reschedule* a ride, including a weekend ride, call Sun Van by 5 pm the weekday before your trip. Calls to reschedule rides will not be taken on weekends. If you miss this deadline, you will lose one of your trips.

 $\textbf{Complaints \& Compliments:} \ \ \text{Please inform us of the quality of your service by calling the Transit Customer Service Center at 843-9200 (V/TTY).}$ 

**Change of Address:** If your pick-up or drop-off location changes, call Sun Van at least 1 business day before your next scheduled trip.



**Car Seats:** Child car seats **are required** for all children under 5 years old. You are responsible for providing and properly using the car seat. See "Child Safety Restraints" handout. No child car seat, no ride.

**Safety Belts:** You must use a safety belt while riding in the vehicle.

**Rider Responsibilities:** As a Job Access rider, you are responsible for using the system appropriately for your own sake and for the sake of your fellow riders. Please cooperate with the driver and other staff at all times.

If one rider disrupts service, service to others is affected. You will not be permitted to:

- act or speak abusively to Sun Van staff or other riders
- smoke or use alcohol or drugsbring food or open beverages
- litter or vandalize property
- play music without earphones
   carry flammable materials
- carry flammable materialstransport pets
- transport petscarry weapons or dangerous
- objects

I agree to abide by the <b>Rider Rights and Responsibilities</b> above. I understand that riding the Job Access vehicle is a privilege and that I will lose this privilege if I do not follow these policies.	
Signature	Date